

STOIC MEETING – NOTES & INFORMATION

Age Concern Hall, Linden Road – Friday 29th May 2009

This time the theme of our meeting was 'non-clinical services' in hospitals. Our guest speaker was **Peter Holloway, Head of non-clinical services for Southampton University Hospitals Trust (SUHT)**, which includes Southampton General and Princess Anne hospitals. Peter gave an interesting insight into the running of both hospitals, some useful background information, before talking about his role and key responsibilities, then inviting questions from the audience.

Background information

SUHT covers a total population of around half a million people in the Southampton and South Hampshire area, and if you include specialist services such as Wessex Neurological Centre and Cardiac services then the Trust covers a wider population of some 3 million people. The Trust is also a major teaching hospital in association with Southampton University and is involved with the on-site Medical Research Centre and the Wellcome Trust.

The Trust has recently applied for Foundation status and expects to hear the decision by the end of June. If successful Foundation status will give the Trust more autonomy and flexibility in terms of service management and the means to tailor these to better meet the needs of the local population it serves. It will also enable the Trust to raise its own capital and therefore have more control in spending decisions.

The Trust is a major employer in the area with more than 7,500 staff (including agency) and is a significant contributor to the local economy. In a typical year they deal with 115,000 inpatients (including 40,000 emergency admissions) and 350,000 outpatients which equates to around 9,000 people seen each and every week. Some 85,000 people visit the Emergency Department every year. To fund all of this costs on average between £800K - £900K per day i.e. to maintain the present level of services provided.

Role & Responsibilities

Peter has overall responsibility for the delivery of the following non-clinical support services and areas of activity within the hospital:

- Cleaning
- Catering
- Portering
- Car Parking
- Travel
- Residency
- Linen
- Waste Management

(above list is not exhaustive)

Peter along with his team, has a budget of some £12m per year to run all these services. His team comprises around 600 people i.e. a mix of staff a) directly employed by the Trust and b) via a number of contracted services.

Cleaning

Responsible for cleaning the wards and the hospital in general. Very high profile activity given the publicised link between hospital hygiene and infections. The objective is to

ensure and maintain a safe, pleasant and clean environment for patients, visitors and families. Not only to comply with the 'National Standards of Cleanliness' and other such directives from the Department of Health and other relevant bodies, but generally how to do things better to actually improve upon these standards. Quality levels and frequency of cleaning are checked and policed on a regular basis. Wards are deemed 'high risk' and therefore are cleaned more frequently. The Trusts audits itself with 95% achievement as the minimum standard. Three people are permanently dedicated to this monitoring task i.e. checking the work of contract cleaning companies. Additional annual inspections are carried out by the Health Commission / Department of Health, so cleaning is one of the most scrutinised areas of service. Some £4 million is spent per annum on cleaning equating to some 8,000 man hours per week.

Catering

Very important in terms of therapeutic and medicinal value. Around 6,000 meals are served every day. They have dedicated ward kitchens but nevertheless food can sometimes sit too long on the ward waiting for delivery to the patients until a nurse is available to do this. The best method would be to prepare the meal as close as possible to the patients themselves. With this in mind the Trust has recently signed up to the 'Steamplicity Model' of catering which will enable this to happen. Sealed microwaved meals (using many raw ingredients) are simply steamed on the ward itself with a dedicated 'Ward Hostess' tasked to deliver these and be responsible for the whole service itself. Serving times (currently 12:00-13:30) will become more flexible and focussed on patients individual needs. They will have more choice and be able to order their food just 2 hours before rather than straight after their last meal. This whole process is being rolled out across the hospital from the beginning of August.

Wards 'Linen/etc'

The aim here is to create a nicer, friendlier, more aesthetic environment whilst improving patient privacy and maintaining dignity. Towards this end all cubicle and window curtains have been replaced with standardised shapes and sizes so that everything matches. For example this involved replacing around 7,500 cubicle curtains and 90,000 curtain hooks.

Car Parking

A very emotive ongoing issue which often calls for complex and innovative solutions. There is a long term strategy in place which covers at least the next 5+ years, consistent with the overall objective to develop the hospital site and to provide associated parking to support this objective. The general basic planning principle is that only new buildings can dictate new car parking spaces. However, the Trust is in continual dialogue with Southampton City Council with regard to a) developing a multi-storey car park on the old laundry area plus additional spaces, and b) explore the possibility of a Park & Ride scheme (similar to the one at Lordshill used by Trust staff) i.e. by working in partnership with the developer of a Park & Ride scheme at the old Ordinance Survey site).

Question & Answer Session (from the audience)

- **Q.** Car Parking at the West Wing Physiotherapy area (limited parking due to current building work). Will I get clamped if I park my car in the staff car parking area when I visit as an outpatient on a Monday evening?
A. No shouldn't at this time – but please don't park there during the day.
- **Q.** Car Parking at the Haematology Department. Huge problems finding a car parking space. What's the solution?
A. Car parking is particularly difficult at this time in this area due to transferring services back from the RSH Hospital. There are 5 large building projects ongoing. Things are expected to improve however with some new parking at the Eye Department area.
- **Q.** Why charge for car parking at all? Free parking in other parts of the UK (e.g. Wales & Scotland).
A. Charges are levied for two reasons. 1) Raise income to fund overheads and the actual cost of running the car parks, and 2) Extra income supports other clinical services and patient care services.
- **Q.** Why are car parking charges so high?
A. see above answer, but there are discount schemes for longer stays e.g. if 7 or more days, then the charge is only £2 per day with unlimited access. Regular visitors can pay as little as £1 per day. Weekly tickets are advertised on ticket tariff boards, entrance to the wards and on the tickets themselves.
- **Q.** Why do car parking charges jump from 1 hour to 3 hours? Why not charge for 2 hours or better still charge in 30 minute bands? As an outpatient you can't always be certain how long you will need. It does seem unfair to be charged for 3 hours when you have only taken 1 hour 15 minutes.
A. Statistics show that the average stay is 2 hours 15 minutes. There are no immediate plans to change the pricing strategy although your comments and suggestions will be considered further (please note that it is possible to write to the hospital asking to be recompensed for unused parking time – refund forms are available). (Note: Romsey Good Neighbours can help identifying which hospital departments are traditionally late compared with their appointment times. RGN allow 2 hours per visit in their scheduling).

- **Q.** The subject of outpatient appointments was raised. 1) the fact that different departments use different systems which causes some confusion and delays, and 2) some departments duplicate notifications of patient appointments i.e. by sending an unnecessary follow-up letter in addition to the original patient appointment card.
 - A.** Peter agreed he would take back these comments and follow up.

- **Q.** Are hospital wards cleaned by the same cleaner / team of cleaners each time or do they do different wards each day on a rota basis?
 - A.** Most wards now have dedicated cleaners with the majority staying on the same wards during their core working hours i.e. the preferred option. This better integration comes from improved ward management.

- **Q.** Is it still possible to request special meals whilst as a patient on the wards?
 - A.** A good choice offered for those on specialised diets such as vegetarian, celiac, gluten-free, ethnic etc.

- **Q.** What help is available for older people at meal times who may require more assistance accessing and eating their meals? Also how do they ensure that people eat the recommended 5 portions of fruit and vegetables each day? (current choice of potatoes and option of just one vegetable).
 - A.** The new Ward Hostess system should help to address this concern and is something that will be monitored.

- **Q.** How do you ensure the needs of (older) people with poor eyesight / hearing receive the consideration and attention they should be getting?
 - A.** Ward Hostess should help. Peter agreed to take back and follow-up.

A.O.B.

STOIC Newsletter.

We have now produced our second newsletter which was given out at the meeting. It's purpose being to inform people of our latest news and activities, notes from recent meetings, topics of general interest and to advise on future meeting dates and topics. We really need your feedback. Please submit any comments or indeed input for future editions to Veronica Lakey (oakbank21@talktalk.net).

Copies of our newsletter can be found on our website www.romseynet.org.uk/STOIC

Now we would like your help please? Volunteers are requested to deliver copies of our newsletter (published about 6 times per year) to agreed locations (not 'door-to-door') within Romsey and surrounding areas. Possible locations to include:

1 <u>Hospitals & Doctors</u>	Romsey Hospital Alma Road Nightingale Abbey	6 <u>Nursing Homes</u>	Mottisfont Lodge Edwina Mountbatten Linden Road etc.
2 <u>Halls</u>	Town Hall Crosfield Hall Woodley Hall Montfort Hall Public Library		
3 <u>Churches</u>	Abbey - Church Rooms URC - Abbey Hall Baptist Church Hall Methodist Church Hall Elm Church Hall		
4 <u>North Baddesley</u>	Village Hall Churches Surgeries Shop		
5 <u>Villages</u> (Churches & Surgeries)	Timsbury Michelmersh Braishfield Awbridge Wellow Lockerley Mottisfont etc.		

Please contact Veronica if you are able to help.

Hampshire Community Network Day – ‘Planning Time for You’ – 7th July

Anne Meader handed out an invitation to the above Community Network Event taking place in Winchester. The keynote speaker will be Martin John, the Public Guardian, talking about his vision for the future and improvements being introduced to the Lasting Powers of Attorney forms. Also on the agenda is ‘personalisation’ and Putting People First to give everyone choice and control over their lives and the services they need.

Please contact Glenda Stevens for details at Carers Together on 01794 515126 or at glenda.stevens@carerstogether.org.uk

Food Safety Week (15th-21st June)

Paul Buxton gave a brief update on this topic which was the theme of our last meeting. Nigel Burton, Food Hygiene Inspection Officer for TVBC, was pleased with the lively discussion and our feedback at this meeting. Some interesting issues were raised with respect to use-by dates, top 10 foods most associated with food poisoning, cold storage of high risk foods, difficulties experienced by older people when reading food labels, microwave safety, safety regarding the re-heating of foods etc.

Although some of the ideas and plans regarding potential activities for Food Safety Week have had to be scaled back due to resource shortages, Nigel hopes to be able to produce an information pack to give essential advice and guidance to older people when handling, preparing and cooking food.

South East Regional Forum on Ageing

We have now formally registered our group with the above mentioned organisation so that they have a picture of how many older people's groups are running and active in Hampshire and the sort of role and activities they are involved in.

Members Interest Forms

Completing one of these gives you the opportunity to raise any particular interests, issues or concerns. We try to address/take these forward on our collective behalf. Input can also form the basis of future items and speakers at our meetings. We want to hear your views, opinions and concerns.

Please contact Julie Gale on mjgale@ntlworld for further information or ring Paul Buxton, Age Concern on 01794 521398.

Our next STOIC meeting will take place on Friday 10th July at the Age Concern Hall, Romsey from 2.05 to 4.00pm. The theme of the meeting will be announced in due course.